



Attorney's Docket No.: 10360-009001

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Group 2700

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant : William Carter Carroll Bullard Art Unit : Unknown
Serial No. : 09/276,207 Examiner : Unknown
Filed : March 25, 1999
Title : CAPTURING QUALITY OF SERVICE

Assistant Commissioner for Patents
Washington, D.C. 20231

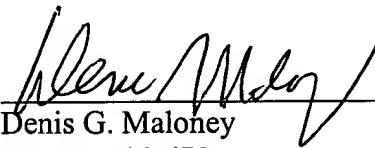
INFORMATION DISCLOSURE STATEMENT

Applicant submits the references listed on the attached form PTO-1449, copies of which are enclosed.

This statement is being filed within three months of the filing date of the application or before the receipt of a first Office action on the merits. Please apply any charges or credits to Deposit Account No. 06-1050.

Respectfully submitted,

Date: 2/10/2000


Denis G. Maloney
Reg. No. 29,670

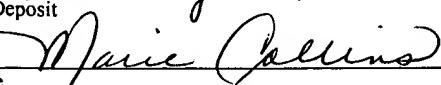
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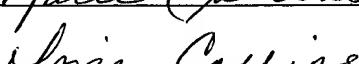
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CERTIFICATE OF MAILING BY FIRST CLASS MAIL

I hereby certify under 37 CFR §1.8(a) that this correspondence is being deposited with the United States Postal Service as first class mail with sufficient postage on the date indicated below and is addressed to the Assistant Commissioner for Patents, Washington, D.C. 20231.

February 10, 2000
Date of Deposit


Signature


Typed or Printed Name of Person Signing Certificate